

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

\* \* \* \* \*

In the Matter of:

MRS. BOBBY J. HALL	)	
COMPLAINT AGAINST SHELBY	)	CASE NO. 9204
RURAL ELECTRIC COOPERA-	)	
TIVE CORPORATION	)	

O R D E R

The Commission received a letter from Mrs. Bobby J. Hall ("Complainant") on May 29, 1983, in which she asserted that she had been over-billed for electric service by Shelby Rural Electric Cooperative Corporation ("Shelby"), and that she had not been able to resolve the matter with Shelby. The complainant further stated that she believed the cause of the trouble was that the meter had malfunctioned and caused an additional 10,000 kwh to register on the meter during the period between March 15 and April 15, 1983.

The Commission staff investigated the complaint but was unable to determine if the complaint was valid. The staff recommended that Shelby monitor the Complainant's meter for the next 12 months and then file the meter readings with the Commission at the end of this period. This information was received by the Commission on September 11, 1984, and after reviewing it the staff concluded that there probably was a malfunction in the meter and that the Complainant had been over-billed. The staff sent a

letter to Shelby on September 12, 1984, in which it was recommended that the Complainant receive a credit for 10,000 kwh of electric service. Shelby advised the Commission by letter received October 18, 1984 (Appendix A), that it did not agree with the staff's recommendation.

Accordingly, the Commission hereby orders that this matter be set for public hearing in the Commission's offices in Frankfort, Kentucky, on December 6, 1984, at 10:00 a.m. in Hearing Room No. 2.

IT IS FURTHER ORDERED that Shelby shall appear at the hearing and offer testimony in this matter.

Done at Frankfort, Kentucky, this 20th day of November, 1984.

PUBLIC SERVICE COMMISSION

Richard D. Demery  
Chairman

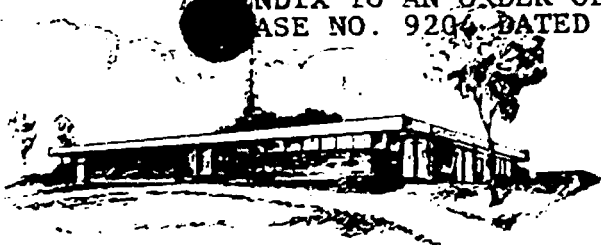
[Signature]  
Vice Chairman

[Signature]  
Commissioner

ATTEST:

\_\_\_\_\_  
Secretary

APPENDIX TO AN ORDER OF THE PUBLIC SERVICE COMMISSION  
 CASE NO. 9204 DATED 11/20/84



*Shelby Rural Electric*  
 COOPERATIVE CORPORATION  
 P.O. BOX 309 SHELBYVILLE, KENTUCKY 40065

Telephones: Shelbyville (502) 633-4420; Bedford (502) 255-3260  
 New Castle (502) 845-2845

October 17, 1984

RECEIVED

OCT 18 1984

Mr. Claude G. Rhorer, Jr., Director  
 Division of Utility Engineering and Services  
 Public Service Commission  
 P. O. Box 615  
 Frankfort, Kentucky 40602

DIVISION OF UTILITY  
 ENGINEERING & SERVICES

RE: Bobby G. Hall  
 Account No. 3-41-29-022-02

Dear Mr. Rhorer:

We cannot agree with your staff's recommendation on the above individual's account. In my 26 years in the electric program, I have never seen a meter that jumped 10,000 kWh. Almost to the meter, they will (99% of the time) run slow with age. The other 1% may be a +1 or +2% fast.

You state in your letter of September 12, 1984, that all usage is reasonably the same. When usage goes from 1600 kWh to 714 kWh or from 2623 kWh to 614 kWh or from 1882 kWh to 996 kWh the next month, I don't call this reasonably the same.

You also state in your letter that the meter skipped between March 15, 1983, and April 15, 1983. It did not skip at this point; this is the time that Mr. Hall sent in a correct reading. (See attached copies of his billing stubs.) Also, see copy of job order where we read the meter to confirm the reading he had mailed in. The billing you question is an accumulation of kWh due to incorrect meter readings submitted.

As I stated in my letter of September 10, 1984, we have recently read all our meters and found meter seals cut, numerous consumers underbilling themselves, and meters that had been tampered with. We are starting to prosecute some of these individuals under KRS 514.060 and can do so in this case, if it becomes necessary.

Should you have further comments or questions, please let us know.

Sincerely,

*Thomas Barker, Jr.*  
 Thomas Barker, Jr.  
 President and General Manager

TB"cg

Attachments (2)